METROSAFE EXECUTIVE SUMMARY

MISSION STATEMENT

> *"MetroSafe is Public-Safety and Public-Service Agencies working together in the spirit of cooperation, trust, dedication, honesty, commitment and accountability."*

GOALS & OBJECTIVES

- Create a modern communications and information exchange infrastructure to improve the safety of the citizens and first responders of Louisville Metro
- Promote interagency cooperation in public-safety and public-service joint projects and initiatives
- Promote partnering between public-safety and service agencies
- Consolidate communications for former suburban and urban fire, police, local government radio, and emergency medical services in a single facility using common voice and data infrastructure
- Create a co-located and consolidated communications and emergency management facility
- Ensure a continuous availability of critical services
  - Primary facility will be 'site hardened' with redundant infrastructure
  - Additional redundancy will be provided by a true failover site
- Design, acquire and implement a new Louisville metro-wide wireless and mobile radio infrastructure to support public-safety and emergency communications
- Place consolidated communications in a single civilian organization, reporting to an executive director with service-level responsibilities to its constituent organizations
- Implement an alternate communications and emergency management facility should the primary facility become incapacitated.

As an organization, MetroSafe is a joint operation to consolidate communications for 911, the Louisville Metro Police Department, Louisville Fire and Rescue, Local Government Radio, and Louisville Metro Emergency Medical Services. In addition, MetroSafe will offer interoperability for all remaining 911 PSAPs, Jefferson County Sheriff's Office, suburban city agencies within Louisville Metro as well as the surrounding counties in Kentucky and Indiana.

The MetroSafe project is responsible for acquiring a facility; developing and implementing adequate infrastructure to support voice, wireless and data communications; implementing proper security; and acquiring and implementing public-safety applications to support consolidated communications and public safety interoperability.

METROSAFE PROJECT OVERVIEW

From the beginning, several project teams supported the MetroSafe initiative, each delineated by their specific-public safety or operational function. This ensured that Subject Matter Experts (SME)

were properly allocated across the entire MetroSafe project organization and communication paths were established within the various teams.

PHASE I & II TEAMS	
Project Team	**Focus**
Radio Architecture Team	Acquire and implement a radio architecture that will support MetroSafe's goals and position for future growth
Operations Team	Develop operational procedures that will support MetroSafe's goals and objectives. Ensure NCIC compliance.
CAD Team	Maintain a computer-aided dispatch (CAD) system that will support MetroSafe's goals and objectives
Voice Architecture Team	Establish a voice/phone architecture that will support MetroSafe's goals and objectives and position for future growth
Facilities Team	Acquire a facility that will support MetroSafe's goals and position for future growth
Interoperability Team	Address local and regional interoperability issues
911 Team	Monitors / reviews 911 system for stability and accountability
IT Team	Ensures network / technology systems are secure and stable. Plans for future growth and needs

Between Phases II and III, MetroSafe acquired additional personnel that enabled a consolidation of project teams from eight to four.

PHASE III & IV TEAMS	
Project Team	**Focus**
MetroSafe Technical Operations Team combines the following Phase I & II Teams: • Radio Architecture Team • CAD Team • Voice Architecture Team • 911 Team	• Acquire and implement a radio architecture that will support MetroSafe's goals and position for future growth • Maintain a computer-aided dispatch (CAD) system that will support MetroSafe's goals and objectives • Establish a voice/phone architecture that will support MetroSafe's goals and objectives and position for future growth • Monitors / reviews 911 system for stability and accountability • Ensures network / technology systems are secure and stable. Plans for future growth and needs
Interoperability Team	Address local and regional interoperability issues
Operations Team	Develop operational procedures that will support MetroSafe's goals and objectives. Ensure NCIC compliance

Facilities Team	Acquire a facility that will support MetroSafe's goals and position for future growth

PHASE V TEAM	
Project Team	**Focus**
MetroSafe Technical Operations Team	Design, procure and deploy 13th tower site for existing MVRS Design, procure and deploy 3 ASR site's to increase mutual aid capabilities
Interoperability Team	Address local and regional interoperability issues
Operations Team	Develop operational procedures that will support MetroSafe's goals and objectives. Ensure NCIC compliance

PROJECT STATUS SUMMARY

Due to the size and complexity of the project, the steering committee has taken a phased approach to implementing the MetroSafe Project. The project has five distinct phases:

PHASE	DESCRIPTION	DUE	STATUS
Phase I	Combine all public safety communications into one facility	Fall 2005	Completed
Phase II	Implement new Computer-Aided Dispatch (CAD) System	Summer 2006	Completed
Phase III	Remediation of permanent MetroSafe facility	Summer 2009	Completed
Phase IV	Migration of MetroSafe Operations and Integration of Public Service Ops	November 2009	Completed
	Implementation of Mobile Voice Radios System (MVRS)	October 2009	Completed
	Radio System Subscriber Units Deployed	January 2010	Completed
	Implementation of a new 911 Voice System	July 2009	Completed
Phase V	Addition of the 13th Tower Site	August 2012	In Progress
	Build Out of ASR Sites	November 2012	In Progress

PROJECT DETAILS

PHASE I - <u>Completed</u>

PHASE I: COMBINE ALL PUBLIC-SAFETY COMMUNICATIONS INTO ONE FACILITY
In order to create a solid foundation for MetroSafe, it was deemed critical to combine all public-safety communications into one facility.

Major Milestones

Milestones	Due Date	Status
Build out of the Barret facility to consolidate public-safety communications	Fall 2005	Completed
Create interoperability at the console level by use of Motorola Motobridge and new radio consoles	Fall 2005	Completed
Co-locate existing technologies (CAD and 911 systems)	Fall 2005	Completed

PHASE II - <u>Completed</u>

PHASE II: IMPLEMENT NEW COMPUTER-AIDED DISPATCH (CAD) SYSTEM
A new computer-aided dispatch system will allow MetroSafe personnel to operate from one common system across all public-safety and public-service disciplines.

Major Milestones

Milestones	Due Date	Status
RFP release	Fall 2004	Completed
Vendor demonstrations	Winter 2004	Completed
Vendor selection process	Spring 2005	Completed
Contract negotiations	Summer 2005	Completed
Contract approval and project initiation	Late Summer 2005	Completed
Install hardware and software	Fall 2005	Completed
Complete training and implement	Spring 2006	Completed

PHASE III - <u>Completed</u>

PHASE III: REMEDIATION OF PERMANENT METROSAFE FACILITY

Major Milestones

Milestones	Due Date	Status
Facility remediation (A&E contract in progress with CoxAllen – Fall 2007) Projected Move Date of Communications Operations	July 2009	Completed
Implementation of new information technology infrastructure (NCIC)	July 2009	Completed
Migration of existing technology, including CAD and supporting systems	July 2009	Completed
Migration of existing operations to permanent facility	July 2009	Completed

PHASE IV   <u>Completed</u>

PHASE IV: MIGRATION OF METROSAFE OPERATIONS
            IMPLEMENTATION OF MOBILE VOICE RADIOS SYSTEM (MVRS)
            RADIO SYSTEMS SUBSCRIBER UNITS

Major Milestones

MIGRATION OF METROSAFE OPERATIONS

Milestones	Due Date	Status
Populate redundant center. MetroCall staff to create Stand-By	October 2009	Completed
Integrate public-service communications operation into MetroSafe Communications Center	November 2009	Completed

IMPLEMENTATION OF MOBILE VOICE RADIOS SYSTEM (MVRS)

Milestones	Due Date	Status
New Radio Infrastructure implementation (Motorola contract in progress – Fall 2007) Infrastructure in testing and validation phase currently	June 2010	Continuing
Ongoing testing and maintenance of failover facility (768 Barret Avenue)	- - -	Continuous
Infrastructure System Reporting / Monitoring	- - -	Continuous

RADIO SYSTEMS SUBSCRIBER UNITS

Milestones	Due Date	Status
Subscriber units inventory and requirements conducted (**In progress – Fall 2007. Purchasing of subscriber units – mid 2008. Subscriber Units inventoried and awaiting installation currently.**	Purchase / Inventoried Units Mid 2008	Completed
	Awaiting Installation	Completed
Radio systems subscriber units to be staged and tested	June 2010	Completed
Subscriber units – portables / mobiles to be installed when full radio system is implemented	June 2010	Completed
Migration of existing conventional radio technology to be used for mutual aid.	July 2009	Completed
Ongoing testing and maintenance of radio systems and subscriber units	- - -	Continuous

PHASE V: IN PROGRESS

**PHASE V: ADDITION OF 13TH TOWER SITE
            BUILD-OUT OF ASTRO SYSTEM REPEATER (ASR) SITES**

Major Milestones

13TH SITE

Milestones	Due Date	Status
Contract signed	June 2011	Completed
Site acquired and environmentals complete	December 2011	Completed
Civil Phase (engineering and construction) complete	June 2011	In Progress
Technical Phase complete	July 2011	Not started
Testing and signoff	August 2011	Not started

ASTRO SYSTEM REPEATER (ASR) SITES

Milestones	Due Date	Status
Contract signed	June 2011	Completed
Site acquired and environmentals complete	December 2011	Completed
Civil Phase (engineering and construction) complete	June 2011	In Progress
Technical Phase complete	July 2011	Not started
Testing and signoff	August 2011	Not started